



September 30, 2004

Mr. Benjamin H. Pingree
Assistant to the County Administrator
Leon County Courthouse
301 South Monroe Street
Tallahassee FL 32301

RE: Recommended Process for Concluding the Evaluation and Selection Process for a Vendor to Supply New E9-1-1 Customer Premise Equipment to Leon County.

Dear Mr. Pingree:

This letter has reference to our recent discussions about how Leon County should proceed in the above captioned matter. The following is a brief recap of activities since receiving vendors' proposals.

RCC performed a thorough seven step evaluation of all proposals received, and established a ranking of vendors in the following order.

1. Sprint/CML
2. Sprint/Positron
3. TDS Telecom
4. InterAct Public Safety
5. CML
6. 911Direct

Subsequent to RCC's evaluation, the County's Selection Committee met with each vendor to discuss the vendor's proposal and to address deficiencies RCC noted in its evaluation of the proposal. RCC was not involved in these sessions, but did provide the Selection Committee with a list of questions that addressed deficiencies associated with each vendor's proposal¹. Upon conclusion of the interviews, the Selection Committee ranked the vendors thusly:

1. CML
2. Sprint/Positron
3. TDS Telecom

RCC is of the opinion that all three vendors are capable of providing a comprehensive system that substantially meets the requirements as articulated in the County's Request for Proposal. There exists, however, one or more issues associated with each of the vendors' proposal that should be resolved before a final selection is made. These deficiencies, by vendor, are as follows:

¹ A complete list of each vendor's deficiencies and the vendor's response as provided to the Selection Committee is attached in the form of a memorandum.

CML

1. Delivery of logging recorder data and record/report data to the 9-1-1 Coordinator
2. Final acceptance of County's Terms and Conditions
3. Final system pricing

Sprint/Positron

1. System maintenance on a 24X7 basis
2. Availability of critical spares
3. Day to day system maintenance
4. Final acceptance of County's Terms and Conditions
5. Final system pricing

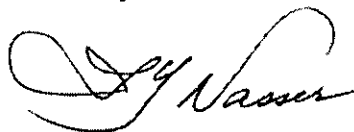
TDS Telecom

1. Pricing of 9-1-1 data
2. Final acceptance of County's Terms and Conditions
3. Final system pricing

Upon completion of RCC's evaluations, RCC had recommended to the County's staff that they consider asking each vendor for a Best and Final Offer "BAFO." The staff felt that there was insufficient time to do so, since Sprint's current contract expires in mid December. Sprint has subsequently indicated to the County its willingness to continue support of the current system on a month-by-month basis until such time as a new system can be installed and accepted.

RCC therefore strongly recommends that the County ask each of the three top ranked vendors for a Best and Final Offer in which the issues identified herein are resolved to the County's satisfaction. In accordance with our existing contract with County Emergency Management, RCC would like to take a lead role in the contract negotiation process, including addressing each of the issues listed above. Upon conclusion of this BAFO process, RCC will work with County staff to provide a final report to the Board. This report will include the best negotiated offers with each potential vendor and would provide the County Commission with additional information in advance of their decision to award this contract to a selected vendor.

Sincerely,



J.Y. Nasser, Ph.D.
Senior Vice President and Division Manager
Public Safety Information Systems Division

JYN/sd

To: Mr. Richard Smith, Leon County Emergency Management
CC: Ms. Edith Taylor, Leon County Emergency Management
Tony Busam, RCC Consultants
Clint Hughhins, RCC Consultants
From: Joe Nasser, RCC Consultants
Date: September 30, 2004
Re: Leon County CPE – Outstanding Proposal Issues

The following summarizes issues with the CML, TDS, and Sprint/Positron CPE proposals:

CML

Issue 1. Vendor indicated the use of a subcontractor with little substantiating verbiage.

RCC's Question to Vendor:

You have proposed A.K. Associates as a subcontractor. Who is A.K. (headquarters, years in the 9-1-1 business, number of employees, etc.)?

Vendor Response:

Overview of AK Associates

AK Associate's success and reputation is based on the company's focus and dedication strictly to 9-1-1. We not only offer technical and business strengths, but make it easy for our customers to do business with us. AK Associates experienced 9-1-1 staff is trained on various CPE manufacturer's equipment and ALI/DBMS Systems, having worked extensively with the database and system processes used by the large telephone companies, including Intrado and TCS. Our President, Mr. Arthur Kraus, while in the position as Nynex's database/system manager, designed and implemented many of the processes now in use by Verizon.

AK Associates is a cutting-edge 9-1-1 solutions company with a 9-year history, an impressive client portfolio, and an enviable success record. We invite you to speak with our customers as provided in our response. Today, after nine years, AK Associates 911, Inc., is proud of our key partnerships and track record.

We feel our value to our customers can be found through the proven practices and methodologies we bring to bear to address customer problems and a real desire to deliver proven systems at the leading edge of technology. We employ talented, committed people, providing a breadth of 9-1-1 solutions - not just glitz and glitter, that offer customers real cost savings and improved performance.

AK Associates will provide the entire range of 9-1-1 skill sets and services required for Leon County. Our 9-1-1 professionals have performed as developers, engineers, project leaders and managers. The experience and skills of these employees include all aspects of 9-1-1 networks including wireless phase I and II, database and CPE. In addition, we offer a full array of project support services and solutions including contract, on-site services, project and vendor management, and reporting.

Our technical support roster includes the expertise and experience of five very high level 9-1-1 SMEs (subject matter experts). Arthur Kraus was NYNEX senior 9-1-1 specialist and an ALI DBMS SME, Richard Estes was in charge of Verizon's national 9-1-1 support and quality control group, Kerry McCarthy was CML senior installation and maintenance engineer, Thomas Kraus is a system integration specialist and Russell Kraus was Verizon's Central Office Equipment Installation Engineer SME for ATT 5ESS.

Headquarters

AK Associates 911 Inc. headquarters is in Derry, New Hampshire with regional offices in St Augustine, Florida; Lexington, Kentucky; Albany, New York and Ottawa, Canada. AK Associates has a total of fifteen 9-1-1 specialist/engineers and is hiring additional engineers, three in the Albany, New York area, two more in St Johns County and one in Polk County. There are four office personnel serving as company administrators.

Our plans for Leon County will include provisioning two additional 911 qualified specialists to reside in the immediate area. These individuals will be dedicated to the county's e911 system.

RCC Comment:

The vendor's response adequately addressed this issue. **ISSUE RESOLVED.**

Issue 2. Using existing telephone trunks, the selective router would send all calls to LCSO. A CML ECS1000 would then route the calls via a private network to either LCSO or TPD call takers. It was unclear the method of transport being proposed for this routing.

RCC's Question to Vendor:

In the proposed system, an ECS1000 routes calls via a private network to either LCSO or TPD call takers. What is the proposed method of transport for this routing?

Vendor Response:

Feature Group-D from end offices to each PSAP is the preferred method. Routing or presenting calls between the two ECS 1000's will be accomplished by connecting via ISDN PRI (primary rate interface). The call setup for these T1 based circuits is virtually instantaneous.

RCC Comment:

The vendor's response adequately addressed this issue. **ISSUE RESOLVED.**

Issue 3. LCSO and the Mobile Command Post would have mapping at each position. TPD would have the wireless data ported to their internal Computer Aided Dispatch system. Price for mapping had the exception: the county map data would match vendors map library.

RCC's Question to Vendor:

LCSO and the Mobile Command Post will have mapping at each position. TPD will have the wireless data ported to their internal Computer Aided Dispatch system. Price for mapping had the exception: the County map data would match vendor's map library. What has to be provided by the County to support this mapping functionality?

Vendor Response:

VisualGIS mapping portion of this quote assumes client's data is in ESRI shapefile format and matches the CML Data Dictionary previously provided.

RCC Comment:

The vendor's response adequately addressed this issue. **ISSUE RESOLVED.**

Issue 4. The proposal did not adequately specify day-to-day system management.

RCC's Question to Vendor:

Regarding day-to-day system administration, firmly state your understanding of this requirement including the aspects of Network, MSAG and MAP maintenance.

Vendor Response:

AK Associates incorporates a standard daily/ weekly/ monthly maintenance procedure that includes all aspects of monitoring and proactively reacting to all associated issues. We are offering two technicians that are dedicated to the ongoing support of the proposed system. They will specialize in network/PSAP and MSAG/Mapping respectively and will be at the disposal of the customer, working on site during regular County working hours.

After hours, they will monitor activity on a real time basis and respond to an alarm situation, or service request, at the customer's discretion as required. Similarly, any anomalies within the network will be monitored with notification provided via alarm, should a circuit enter any abnormal state.

The MSAG will be maintained in such a manner that any fallout or corrections will be identified, corrected and reported on a daily basis. The Mapping application will also be maintained in this manor, with inaccurate data reported and corrected immediately.

RCC Comment:

The vendor's response adequately addressed this issue. **ISSUE RESOLVED.**

Issue 5. There were no identified facilities to extend recorder/reports to the County 9-1-1 Coordinator.

RCC's Question to Vendor:

There were no identified facilities to extend recorder/reports to the County 9-1-1 Coordinator. How will you accomplish this in the proposed system?

Vendor Response:

Recorder ports will terminate in the ECS-1000 and be presented to the Coordinator via 25 pair CAT III cables. The Bus Interface cards in the ECS 1000 have the capability to control the start/stop with a relay closure. A CAD spill can also be presented along with the audio to provide information such as ANI/ALI.

RCC Comment:

Vendor seems unaware that the County Coordinator IS NOT collocated with the LCSO PSAP. Additional circuits between the LCSO PSAP and the Emergency Management office will be required. The vendor should adequately address this issue. **ISSUE REMAINS OUTSTANDING.**

Sprint-Positron

Issue 1. Vendor indicates multiple exceptions within narrative regarding offer, MSAG accuracy, escalation and penalties.

RCC's Question to Vendor:

The County is not satisfied with the level of service currently provided by Sprint. Sprint took exception to the service level RFP requirements (escalation, penalties, malfunction definitions, etc.). How will Sprint improve service quality in the new contract?









Vendor Response:

Sprint did not take specific exception to any of the liquidated damages but did request the opportunity to discuss them further. Based upon the spirit of good faith negotiations used in the past, Sprint agreed to the definitions used by the County in the RFP during the committee reviews on August 18-19 2004.

Sprint agreed to Service Level requirements contained within the current contract and so far, has provided a level of service that has not resulted in any monetary or service credits being requested by the County for failure to perform requirements.

Going forward I can point to the 3 trained and experienced Positron technicians based in Tallahassee as well as the location of the Florida Public Safety engineer with 10 minutes of the PSAP's. All of our technicians are Leon County residents and home dispatched when on call.

We have specific and easy to follow trouble reporting procedures that PSAP's can use, as well as escalation procedures. There is only one phone call to make for all of your repair issues or needs:

<i>E911 Repair ANI/ALI Lookups, Reroutes, Circuits or Equipment Problems</i>	<i>Marketing Repair Service Evaluator Reference the Options on Front sheet</i>	<i>1-877-433-1989 Toll Free</i>	<i>7 by 24</i>
		<i>1-877-433-1989 Toll Free</i>	<i>7 by 24</i>
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		<i>1-877-433-1989 Toll Free</i>	<i>7 by 24</i>

Leon County also has access to the Florida Public Safety Team whose sole purpose is to assist Leon County with any need that they have.

Leon County also has the ability to directly contact the local service manager and the local technicians who already service Leon County.

Our Centurion Service agreements require 2 – 4 hour response times and there are many times where Sprint has identified and resolved a problem without our customers even being aware of the occurrence.

We are very confident that Sprint can meet all the performance requirements contained in the RFP and proof of that is our decision to honor the requirements as written. We are also open to any further discussions that will further define and isolate any specific needs that the County has.

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We are very confident that Sprint can meet all the performance requirements contained in the RFP and proof of that is our decision to honor the requirements as written. We are also open to any dialog that will further define and isolate any specific issues the County has.

RCC Comment:

Vendor seems willing to accommodate the service/maintenance levels required in the RFP. These service/maintenance levels should be clarified during contract negotiations. **ISSUE REMAINS OUTSTANDING.**

Issue 2. Proposal indicates the use of Positron equipment such as Power 911, Power MIS and Power Map. Twenty-four (24) positions are identified as 9-TPD, 8-LCSO, 2-FSU, 1-

A&M, and 1-Capitol Police. The Mobile Command Post would be equipped with 3 positions of Power 911 and Power Map.

The Norstar PBX will provide ringdown power and signaling.

RCC's Question to Vendor:

The Norstar PBX will provide ringdown power and signaling to secondary PSAPs. Elaborate on your solution.

Vendor Response:

There is not a Norstar PBX configured for this solution. This is a VoIP solution whereby CAMA trunking is piped via the voice gateways into the solution and standard VoIP applications deliver the call to the appropriate PSAP.

RCC Comment:

The vendor's response adequately addressed this issue. **ISSUE RESOLVED.**

Issue 3. The proposal did not adequately specify day-to-day system management.

RCC's Question to Vendor:

Describe how Sprint/Positron will provide day-to-day system management. Firmly state your understanding of this requirement including the aspects of Network, MSAG and MAP maintenance.

Vendor Response:

Sprint understands the County's goal of having a complete turn key system whereby day to day management of the Network, MSAG, and Map maintenance is provided by a single point of contact.

Leon County's goal is very similar to services that Sprint has been providing many of our customers for years, including Leon County. What follows is a description of how those services are provided.

NETWORK

Network surveillance is monitored by our NOC and when a trouble is indicated within the system we respond immediately and if required we will dispatch a technician for on site resolution.

If a network trouble is discovered by a PSAP they utilize Sprint's established SPOC procedures and report it to our NOC. Immediate testing and resolution procedures are undertaken by NOC personnel. If required Sprint will then dispatch a technician to the site for on site resolution.

MSAG

All MSAG update requests are submitted by County to the vendor via fax, e-mail or other means of electronic transfer and are completed with 24 hours of receipt. If the MSAG information on request form is in vendor's territory, vendor will update the MSAG and its internal Street Index Guide (SIG) database for service order activity.

If vendor determines that the MSAG information on the request form is outside vendor's territory, vendor will update the MSAG within 24 hours and refer to the appropriate local exchange carrier (LEC) to update their internal Street Index/Addressing Guide (SIG or SAG). Vendor will return completed request form to County. Sprint is in full compliance with all related standards and requirements

MAP

Existing Mapping data will be used initially to configure the Power MAP application. Depending on the frequency of the County's map data upgrade policies, Positron can provide tools which automate this process.

The Positron Remote Upgrade product, successfully implemented in many multi-PSAP environments, allows customers to update their GIS data automatically once new data is made available at a central location. New GIS data is sent from a central server to remote servers and/or positions using the LAN/WAN connectivity. The process is totally unassisted and can be configured based on user preferences (frequency, time-of-day, based on available bandwidth etc.).

Positron can also provide instructions to a County-designated specialist to perform manual GIS data updates, on a position basis. Data can be copied to the workstations either by using the LAN or through the use of a CD-ROM containing the updated GIS data.

RCC Comment:

The vendor's response adequately addressed this issue. **ISSUE RESOLVED.**

TDS-TCI

Issue 1. The proposal did not adequately specify day-to-day system management.

RCC Question to Vendor:

Describe how TDS will provide day-to-day system management.

Vendor Response:

During the installation of the system, weekly conference calls will be held with the following personnel:

Debra Smith, Account Manager, TDS

Ingrid Ulman, Project Manager, TDS

Ann Marie Lang, Account Manager, TCI

Noel Spangenburg, Project Manager, TCI

Phyllis Burnett, Sprint Account Manager

Edith Taylor, Leon County 911 Director

Any additional personnel Leon County deems appropriate.

After the initial phase of installation is complete, Debra Smith will interface in person with Edith Taylor on a weekly basis to ensure ongoing satisfaction with Leon County. Additionally, we would propose that a monthly "wellness check-up" call be instituted to ensure Leon County's ongoing satisfaction with the services provided by TDS/TCI.

RCC Comment:

Vendor understands the system administrator role and meets the requirements of the RFP.
ISSUE RESOLVED.

Issue 2. Proposal does not include pricing for 9-1-1 data and cites it as "TBD."

RCC Question to Vendor:

Proposal does not include pricing for 9-1-1 data and cites it as "TBD." What are these costs?

Vendor Response:

This question is referring to the first pricing matrix, included in the original response. The pricing matrix was amended August 19th, to include the current tariff pricing from Sprint. At the time of this writing we are still awaiting unbundled pricing on the Selective router piece and stand-alone ALI database updates. Depending on which option Leon County chooses will affect which pricing matrix to apply. We have included both matrixes with this response for Leon County to study.

RCC Comment:

System costs identified as "TBD" are still pending. Regardless of vendor, final and best pricing will be finalized during contract negotiations. **ISSUE REMAINS OUTSTANDING.**

ADDENDUM

The following are vendor questions that were designed to further evaluate the 9-1-1 CPE proposals submitted by TDS Telecom, CML, and Sprint/Positron. Each question is individually identified (in bold); the Proposer reply is in Italics.

CML

- 1. Where have you successfully implemented systems similar to that proposed for the Leon County 9-1-1 system?**

Vendor Response:

CML has over 1000 PSAPs running on over 500 ANI/ALI controllers and approximately 25% of the Country's selective router market. Included in this number are many sites where a central ANI/ALI controller supports multiple remote PSAPs. An example of this can be found at the State of Hawaii whereby two centrally installed ANI/ALI controllers support numerous remote positions at multiple PSAPs.

Within the state of Florida CML has installed ECS-1000 ANI/ALI Controllers at the following locations: Duval County, St. Johns County, Polk County, Hillsborough County, Pasco County, Sarasota County and Manatee County. Also at Okaloosa County CML

deployed an ECS-1000 configured as a combination ANI/ALI controller and selective router.

CML in conjunction with A.K. Associates have the experience, resources and business acumen to bring this project for Leon County to successful fruition. As partners, we are committed to the Leon County's complete satisfaction.

2. How does the proposed system provide fault tolerance?

Vendor Response:

ECS-1000

CML's E9-1-1 system architecture promotes two key concepts: reliability and speed. To achieve a high level of reliability without compromising the speed or integrity of its systems, CML is proud of the safeguards it has developed to provide uninterrupted system operation in the event of equipment failure (including network failure) or call-taker error. These safeguards include the following:

- hot standby redundancy of all vital modules
- no single point of failure at the system level (with hot standby and N+1 redundancy)
- call re-routing to alternate answering positions or Public Safety Answering Points (PSAPs) in the event of a failure in the line, a problem with the answering position equipment, or no call-taker response

CML E9-1-1 systems allow for automatic, manual, and programmed transfer (switchover) of function from the active module to the standby module.

- **Automatic switchover:** If one module fails, control automatically switches to the duplicate module without interrupting service.
- **Manual switchover:** If the associate processor (AP) or the mixer module is suspected to be faulty, it is possible to manually switch the control from one module to the duplicate.
- **Programmed switchover:** To ensure that duplicated AP and mixer modules are used equally, the system can be programmed from the maintenance position so that operation is switched from one module to the duplicate module every 24 hours. This operation does not disrupt the system in any way.

All ECS-1000 switch modules accessing a common system bus utilize a fail-safe, three-state device and secondary relay isolation on all common bus nodes. These relays automatically fully isolate a Programmable Switch module in the event of circuit or on-board fuse failure.

The ECS-1000's DC power supply modules (including AC/DC converters) are configured for N+1 redundancy. All system buses are redundant. The control bus linking the associate processor to all other modules is also duplicated; both the active and inactive processors have a dedicated control bus to preserve the integrity of the hot standby safeguard.

All vital system modules are protected through the use of redundant modules to ensure single point failure tolerance. It is mandatory that any central processor and audio

switching and conferencing matrix are fully duplicated in a hot stand-by mode. Switch-over of those modules upon a failure is automatic and does not require manual intervention. The switch-over maintains all calls in progress.

Proposed Network

As well as the inherent fault tolerance built into the ECS-1000 the proposed network is designed with fault tolerance and diversity in mind. Two ECS-1000 ANI/ALI controllers will be deployed to provide maximum route diversity from the connecting service providers through to the remote PSAPs. All connecting service providers, wireline and wireless, will connect to both ECS-1000 ANI/ALI controllers. The ECS-1000 ANI/ALI controllers will be installed at different locations and connected via redundant ISDN PRI inter-tandem trunks.

- 3. Describe how CML will provide day-to-day system management. . Firmly state your understanding of this requirement including the aspects of Network, MSAG and MAP maintenance.**

Vendor Response:

AK Associates incorporates a standard daily/ weekly/ monthly maintenance procedure that includes all aspects of monitoring and proactively reacting to all associated issues. We are offering two technicians that are dedicated to the ongoing support of the proposed system. They will specialize in network/PSAP and MSAG/Mapping respectively and will be at the disposal of the customer, working on site during regular County working hours.

After hours, they will monitor activity on a real time basis and respond to an alarm situation, or service request, at the customer's discretion as required. Similarly, any anomalies within the network will be monitored with notification provided via alarm, should a circuit enter any abnormal state.

The MSAG will be maintained in such a manner that any fallout or corrections will be identified, corrected and reported on a daily basis. The Mapping application will also be maintained in this manor, with inaccurate data reported and corrected immediately.

- 4. In Section 2.1.3, CML requires a yearly Grade of Service (GoS) study. Is this included in the services price proposal?**

Vendor Response:

This Study is included in the quoted price.

- 5. What, if any, are your plans for circuit diversity?**

Vendor Response:

Please refer to question 2 (Proposed Network design) for a description of planned circuit diversity.

- 6. Based upon what you are proposing, what is your estimated call setup time from the calling party perspective? What are the limiting factors?**

Vendor Response:

The estimated call setup time is in the range of three to five seconds. This is based on both laboratory testing and live 9-1-1 call testing. The time is based on the duration from the caller dialing 9-1-1 to the time the call is presented to a call taker. Limiting factors

include network setup time in the PSTN (between end offices and tandem offices, i.e. network switching) and the mode of ACD (automatic call distribution) implemented at the PSAP location. Longest idle PSAP setup is slightly faster than ring all since the ECS1000 will assume a certain position is answering the call and queue the call as soon as the ANI is decoded.

7. What are the implications of having only one ECS1000? How does this affect reliability?

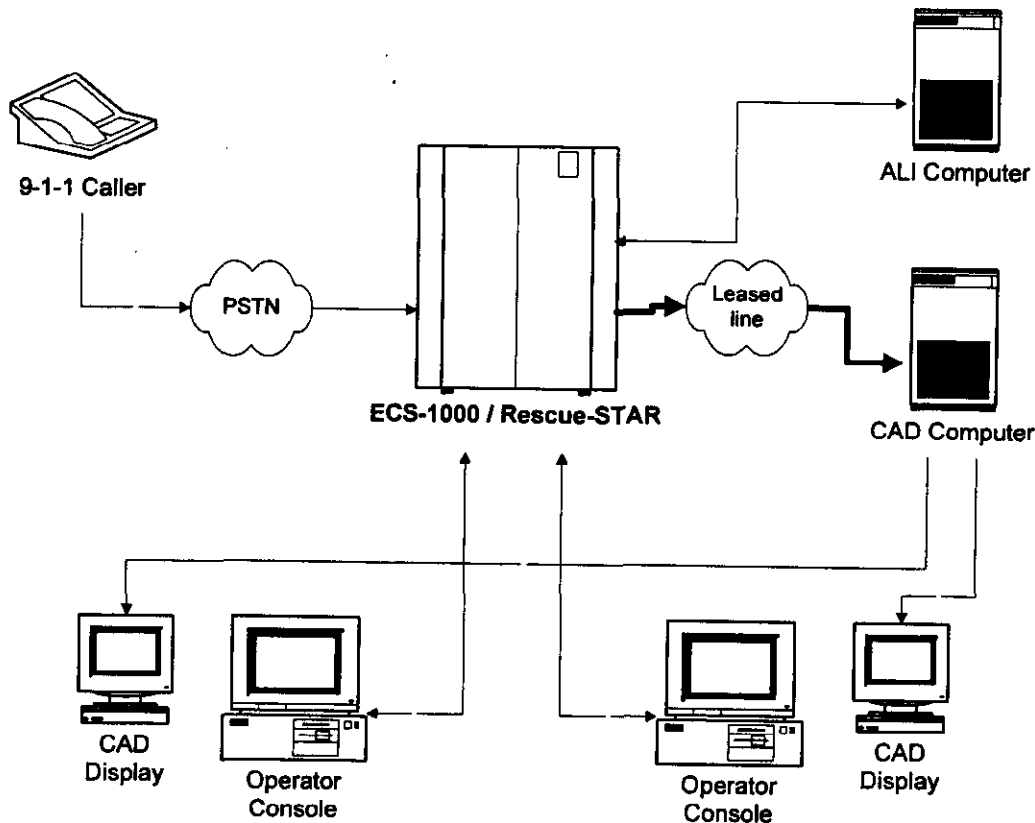
Vendor Response:

Leon County informed CML at the proposal evaluation meeting, that a single controller solution will not be considered at this time. CML's bid is for a dual controller solution, as described in the original RFP response and above as described in the original RFP response and in question 2 above.

8. Discuss how the proposed system will interface the existing LCSO and TPD CAD applications.

Vendor Response:

The ECS-1000 provides NENA compliant CAD ports. This is a RS-232 standard port which can be delivered to remote locations over a modem. This is the planned method for the Leon County project. The diagram below depicts such an arrangement:



9. Describe your process for deployment of wireless Phase II service.

Vendor Response:

AK Associates was the first to deploy Wireless Phase II in the country. We engineered and implemented a handset solution (GIS) for the State of Rhode Island. This implementation was a partnership between AK Associates, Sprint PCS and Intrado. We also implement TCS's first office deployment for T-Mobile. AK Associates was selected by the seven major wireless carriers to implement their first office deployments.

First, AK Associates will develop a project plan with the assistance of Leon County. A letter will be sent to each wireless carrier requesting phase II. Orders will be placed for diverse frame relay circuits and routers from Intrado and TCS. After receiving an implementation schedule from each wireless carrier, a tower and sector routing sheet will be requested for every tower located in Leon County.

AK Associates will also request the carriers to include any towers located in another county with cell coverage that covers any part of Leon County. This will address the issue as to whether single or multiple sectors should be routed to Leon County.

Upon receipt of this information, AK Associates will edit and correct the routing sheet and work with the county to verify tower location. After verification, the sheet will be approved and returned to the carrier (TCS or Intrado) so they can provision their equipment.

AK Associates will also provide a copy of the routing sheet to the county GIS department and assist them with the development of the phase I default polygons. Prior to conversion, detail testing and call taker training will be performed.

AK Associates will schedule implementation with each wireless carrier and Leon County 9-1-1 to ensure that the implementation is 100% successful. The CML Stats package will provide Leon County with the necessary reports to monitor wireless phase II calls.

TDS-TCI

- 1. Explain how you are planning to deploy your VoIP solution in Leon County. What are the primary elements and who manufactures your equipment.**

Vendor Response:

The configuration proposed provides redundant servers at both primary PSAP locations for ANI/ALI controller and selective routing functions as necessary. The Cisco Call Managers are also redundant in a "clustered" arrangement that allows one Call Manager to be deployed at each of the two primary locations. Upon award, project managers from both TDS and TCI will immediately interface with Sprint to order the 911 trunks and the frame relay network circuits.

The Call Manager is the telephony switch (providing PBX functionality) for the PSAPs. The iPSAP equipment will be configured and tested at the TCI manufacturing facility in Huntsville, AL and then delivered to the designated staging area in Leon County. This will reduce the time onsite dramatically, thereby making the technicians less intrusive to the day to day operation of Leon County PSAP's. TDS/TCI will install both primary PSAP's and test failover between servers before cutting live. The secondary PSAP's will be ready to install immediately after the equipment is cut-over at the primary PSAP's. At the same time the equipment is being installed, the frame relay network would be installed and tested with TDS and Sprint technicians. Calls for those PSAPs would be

made to appear on new trunks that automatically direct those calls to the secondary PSAPs if they were transferred from any other outside PSAP directly to a secondary. Calls from the first iPSAP primary PSAP would be transferred directly over the VoIP network without using a trunk or external line type transfer.

The TCI mapping technician in Huntsville AL will load and test the map data provided by Leon County onto the workstations before delivery to the S.O./EMS.

The primary elements of the system are:

- TCI Invision² Servers – Hardware Manufactured by Dell – Software by TCI*
- CAMA Trunk Interface – Manufactured by TCI*
- Channel Bank – Manufactured by Adtran (Atlas 550)*
- Router for Voice Gateway – Manufactured by Cisco*
- Access Routers for PSAP – Manufactured by Cisco*
- Softswitch (CallManager) – Manufactured by Cisco*
- Ethernet Switch – Manufactured by Cisco*
- Intelligent Workstations – Hardware manufactured by Dell – Software by TCI*
- IP Telephone Sets – Manufactured by Cisco*
- Audio Interface Units – Manufactured by TCI*

2. Where have you successfully implemented systems similar to that proposed for the Leon County 9-1-1 system? What is your record of accomplishment with VoIP implementations?

Vendor Response:

This Centralized Server configuration has been successfully implemented at Talladega County, Alabama using VoIP over Frame Relay for transport with great success. Larry Wright is the PSAP director there and can be reached at 256-761-9119. Another similar InVision Central Server installation is serving 22 PSAPs in the Oklahoma City area (ACOG). This installation does not use VoIP, but does use the InVision central server arrangement. Very similar systems have been sold and are being installed within the next few months at Elmore County, Alabama and St Charles County, Missouri.

3. What do you perceive are the benefits to the county if we were to use this solution?

Vendor Response:

The primary benefit of using a VOIP solution will be the seamless transport of calls between PSAP's.

- a. Leon County will have the ability to configure the workstations in the Mobile Command Center using the extension mobility feature. This will allow dispatchers from any PSAP to deploy to the MCC and use their workstation profile immediately.*
- b. The ability to manage multiple PSAPs through either primary PSAP.*
- c. The ability to log-in as any PSAP on the network at any other PSAP on the network with the same user name and log-in (extension mobility.) This is very important for disaster recovery purposes.*

- d. *The ability to accept and manage multiple types of network delivery. Many PSAPs today fear "future shock". The iPSAP solution prepares Leon County for next generation network, as the switch is already capable of managing network delivery as traditional as CAMA trunks and as forward-moving as SS7 with only very minor modifications to the existing system (such as adding and reconfiguring interface cards.)*
- e. *The ability to add new PSAPs and positions with very minimal cost to the existing ANI/ALI server configuration. Adding additional PSAPs will require only networking and positions – the controller and Call Manager are extensible far beyond the initial implementation. In fact, the environment proposed, could feasibly manage multiple additional counties.*

4. How does the proposed system provide fault tolerance?

Vendor Response:

The InVision servers are redundant and are spread between the two main sites. Any single server is capable of providing all ANI/ALI functionality. A total of four servers are proposed, with two each at the two main sites. The InVision system is designed to be in an active-active mode and automatically performs fail-over if the current "Master" server has any problem. Cisco's Call Managers function the same way. The Call Managers have the capability to provide service to hundreds of stations. The 25 stations quoted for Leon County will not stress the capabilities of any component in the system. Trunking is designed to go into both main PSAPs so that calls can be processed if either of the main locations is removed from service for any reason. A great feature provided with this VoIP solution is "extension mobility" which allows a telephone to be placed anywhere on the WAN to take calls for any PSAP with the phone profile for that PSAP, including 911 lines and admin lines. The bottom line is that either of the two main sites can take all calls and stand alone as a PSAP if necessary. Trunks will be configured such that half of each PSAPs trunks come into each of the two main sites.

5. What, if any, are your plans for circuit diversity?

Vendor Response:

Separating the trunks into the two main locations provides great diversity for trunking. Frame Relay diversity has not been quoted at this time. Either primary PSAP can function without the frame relay as an isolated PSAP. If the frame relay is of concern a wireless broadband circuit between the two primary PSAPs would be very affordable and would provide great diversity.

6. Based upon what you are proposing, what is your estimated call setup time from the calling party perspective? What are the limiting factors?

Vendor Response:

There are two separate configurations that have been proposed. If the existing Selective Router is kept the initial call setup time would be identical to what Leon County is experiencing today. Transfers between PSAPs would be almost instantaneous with ANI/ALI and voice. If Leon County chooses to use the TCI Selective Router feature, call setup time would be reduced by approximately 2 to 3 seconds. The limiting factor is CAMA signaling from the end offices to the

Selective Router and in the case of the existing Selective Router, CAMA signaling into the PSAP.

- 7. In Section 2.1, the proposal says the County will procure Sprint Network services "outside of this RFP". How much support will TDS provide in the ordering of these services?**

Vendor Response:

Once Leon County has signed a Letter of Agency authorizing TDS to act as its agent, TDS will be the primary contact with Sprint. This would entail TDS acting as the point of contact for ordering circuits, but also for troubleshooting purposes. TDS would be the single point of contact.

- 8. What are the reliability figures (MTBF, etc.) for the proposed Seattle/Phoenix ALI and selective router databases? Does the Glynn County system utilize these databases?**

Vendor Response:

For 26 years, HBF has enjoyed what is referred to as "five 9s" of uptime (99.999%), which translates into 4 minutes of downtime each year. TCS and HBF have worked seamlessly for several years delivering wireless ALI data into hundreds of PSAP's across the nation. Delivering ALI for wireless customers is a far greater challenge and inherently more complex than ALI from a static database. Therefore TCS and HBF have great confidence that this new partnership into the wire line arena will be just as successful as their current wireless partnership. Glynn County currently uses their LEC (Bell South) for database services.

SPRINT/Positron

- 1. How does your proposal differ from VoIP solutions?**

Vendor Response:

This is a VoIP solution. The Sprint proposal utilizes the Voice over Internet Protocol (VoIP), with all 911-related traffic occurring on a dedicated network. The difference of this Positron/Sprint proposal from other offerings is that it is based on a non-proprietary open SIP protocol. All CAMA trunk interfacing as well as and most importantly, user interfacing through Positron's Power 911 application remains the same.

- 2. Where have you successfully implemented systems similar to that proposed for the Leon County 9-1-1 system?**

Vendor Response:

Sprint has Power 911 and/or Power Map installed in the following Florida sites.

Holmes County Florida

Jackson County Florida

Leon County Florida

Madison County Florida

Taylor County Florida

Sumter County Florida

Okeechobee County Florida

Glades County Florida

If additional reference sites are needed outside of Florida, this can be provided if needed.

In addition, the proposal submitted to Leon County introduces a new backroom based on VoIP technology. This new backroom, much leaner and simpler to install and manage, transports data and voice on the same network infrastructure, greatly reducing the number of components required to implement a 911 system. Positron and Sprint believe that Leon County's distributed PSAPs would greatly benefit from the streamlined deployment of Positron's VoIP offering. The implementation of this project will be executed through the direct involvement of Positron's Product Management and Engineering departments. Extensive use of Positron's staging capabilities will be made, assembling and pre-testing the backroom as well as the workstations in Positron's labs before shipping to the sites.

Positron has also incorporated VoIP technologies at the following sites:

San Antonio, TX, (Bexar Metro): dispatches the county's fire, PD, SO and EOC. There are four PSAPs powered by Avaya PBXs IP networked between sites. No controllers installed on the premise.

Washington County (Seattle, Washington): Seven IP networked Nortel Norstar powered PSAPs.

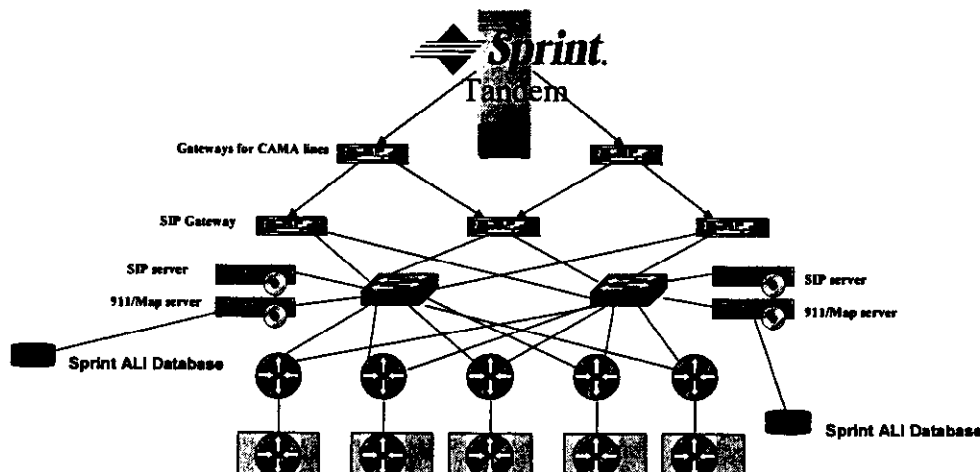
Jasper County, Indiana (Sprint): IP connected Norstar powered PSAPs.

Pope AFB: IP extended Simon network appliances/answering positions.

Dunklin County (SBC territory): IP extended remote positions.

3. No proposed system diagram was included in the RFP response. Please provide a system diagram.

Diagram(s) provided:



4. What, if any, are your plans for circuit diversity?

Vendor Response:

Sprint 911 trunks and circuits are diversified at the T3 level from the serving Central Offices through the Tandem out to the "last mile" to the customer premise.

Within the T3 level we diversify all T1's identifying each with system A or B.

ALI Circuits are also diversified by being routed through differing access points into the state. One circuit is carried via Sprint Long Distance and the other via a similar MCI carrier.

5. Based upon what you are proposing, what is your estimated call setup time from the calling party perspective? What are the limiting factors?

Vendor Response:

From a CAMA trunk signaling perspective, the VoIP solution proposed provides the same call setup characteristics as traditional non-VoIP ANI/ALI controllers. Call presentation to a position is approximately 3-4 seconds and call pickup to establishment of voice path is approximately 1 to 2 seconds with total call setup time between 4 to 6 seconds.

6. How does the proposed system provide fault tolerance?

Vendor Response:

POWER 911 INTELLIGENT WORKSTATION FAULT TOLERANCE

Failure of a workstation:

No effect on other positions or on the Power 911 network. If a workstation fails during the course of a 9-1-1 call, this situation is immediately detected and the call is re-presented (ringing) to all of the positions for further processing.

Failure of the network hub:

It is important to note here that Voice data is transmitted through network switches. The failure of a network switch has been addressed by implementing redundancy at the switch level and distributing positions to multiple network switches. The capability of installing dual NIC cards on the

workstations as well as the servers also provides alternate connectivity paths to ensure continued services at the PSAP.

Failure of the Database Server:

All positions continue to operate, and information is still shared between workstations, as the Power 911 network is configured with redundant virtual object servers, one of which resides on the Database Server, the other of which runs on one of the Workstations. When the network resumes normal operation, the Database Server will be updated.

7. Describe your process for deployment of wireless Phase II service.

Vendor Response:

Every E911 customer in Sprint's serving area is Phase I Phase II capable with the first Phase 2 site being turned up in 2002.

Wireless carriers connect to the Sprint databases and provide Phase II delivery once a County has notified them that they are Phase II ready. Testing is scheduled and each carrier is turned up individually with the active involvement of the Carriers, Sprint, and the subscribing County.

A wireless phase II call is received at the PSAP with a PANI received as part of the initial ANI spill. The PANI is consequently used to obtain a Phase II ALI spill from the carrier and this information is then displayed within the ANI/ALI display. Positron's Power MAP product then uses the X, Y coordinates included in the ALI to display the caller's location on the MAP.

Positron's backroom, call taking and mapping products have been Phase II ready and compatible since the early years of its introduction. Power 911 can be configured to execute manual or automatic ALI re-bids for continuous display of caller's location.

8. You proposed optional pricing for critical spare kits (Section 2.1.15.1). Will the County have to purchase these spare kits in order to receive the service levels required in the RFP?

Vendor Response:

No, from Sprint's perspective this purely an optional purchase for Leon County's consideration.

Sprint provides a critical spares kit located in Leon County that is utilized for Leon County and other counties with systems similar to Leon. The county would have to purchase a spares kit only if they wanted an "on site" kit, dedicated to Leon County.

One of the advantages of on site spares is that Leon's spares would be their own. Any parts used at a Leon County PSAP would be replaced by Sprint at no additional cost for any covered repair.